



DEPARTMENT OF EDUCATION

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Superintendent of Public Instruction

*Working Together for Student Success*

**To:** Guidance Counselors, Data Administrators, Technology Directors, Superintendents  
**From:** Dr. Jennifer Jensen, Director of Teaching and Learning, Dr. John Keller, Chief Technology Officer  
**Date:** April 24, 2020  
**Re:** Guidance for reporting courses on transcripts if courses are incomplete due to the COVID-19 pandemic

The Indiana Department of Education recently released guidance to schools about how to code courses that were not completed during the spring of 2020 due to the COVID-19 pandemic. The Course Completion collection submitted to IDOE now includes an "Incomplete" code for Course Status (Status Codes: Pass, Fail, No Grade, Incomplete). This is the first time IDOE has collected a data point for incomplete courses.

In consultation with the Indiana Commission for Higher Education, IDOE offers the following recommendation for reporting Incomplete courses on high school transcripts. Courses marked with an incomplete status for submission to IDOE should be marked with course grade of "V" in the grade scale for submission of transcripts. This can be accomplished by adding a "V" course grade to your grade scale and mapping this new value in your student information system (SIS) to "Incomplete" in the Course Completion Report. This will help college admissions offices to distinguish between courses "incomplete" for all of the normal reasons and courses which are "incomplete" due to the COVID-19 pandemic, while also ensuring schools report this new value to IDOE.

For questions about setting up course grade scale, please contact your SIS vendor.

For questions related to the eTranscripts, please contact Tari Lambert at the Commission for Higher Education (CHE) ([TLambert@che.in.gov](mailto:TLambert@che.in.gov)) or Matt Sterenberg at Parchment ([msterenberg@parchment.com](mailto:msterenberg@parchment.com)) For questions related to the Course Completion report, please contact IDOE with a ticket (<https://help.doe.in.gov/>).